

Executive Summary

The FY00 *Annual Evaluation* assesses the effectiveness of Army's civilian personnel system -- from the morale, quality and representation of the work force to the effectiveness of personnelists and managers. Where possible, performance was measured against objectives. For some indicators, where objectives were not available, we compared Army performance against DOD and Government-wide data. Whenever possible, we used historical data for perspective. Key findings are reported below.

Cost/Efficiency

- Streamlining efforts reduced the number of operating-level personnelists and administrative support. (pages 1-4)
- Civilian strength continued to draw down. Actual FY00 civilian strength (military function) was 35 employees below target. (page 5)
- As measured by the Civilian Productivity Reporting System (CivPro), productivity per serviced employee and productivity per personnelist have remained constant over the past six years. (pages 6-7)

CPA Effectiveness

- Customer satisfaction: Ratings improved this fiscal year. (page 8)
- Timeliness of benefits processing: Average processing time continued to improve, allowing Army to meet OPM's standard for the second year in a row. (page 9)
- Timeliness of filling jobs: Average fill-time improved, dropping from 73 to 65 days. (page 10)
- Regulatory and procedural compliance: Both staffing and management-employee relations compliance are above the 90% objective. (pages 11-12)
- Data quality: Objectives were met for two of the three measures. The measure that failed missed meeting the objective by one percentage point. (pages 13-15)
- CPAC workforce effectiveness: CPACs met the objective for customer satisfaction and total time to fill measures. (page 16)

Management Effectiveness

- Grade and assignment accuracy: Grade accuracy improved and is above the 90% objective. Assignment accuracy declined and is lower than the 90% objective. (pages 17-18)

- Regulatory and procedural compliance of TAPES: Management did not do well in this area. (pages 19)
- Labor-management relations: Army continues to do well in avoiding Unfair Labor Practice complaints. As for arbitration decisions, half favored management, the other half were either split/mitigated, or favored the union. (pages 20-21)
- Classification appeals: The number of appeals continues to decrease dramatically. (page 22)
- Controlling Federal Employees Compensation Act claims and costs: Although costs increased, the rate of long term injury claims declined slightly. (pages 23-24)
- Estimating ACTEDS intern needs and executing allocated resources: A number of MACOMs and career programs continue to pull Army's performance down. (page 25)
- Identifying emergency essential employees: Army met the 90% objective. (page 26)

Work Force Morale

- Attitude surveys show that supervisors have higher morale than do employees. Both groups are relatively satisfied with their jobs and supervisors. Both groups are relatively dissatisfied with their careers, management and promotion systems. The percentage of employees and supervisors reporting problems with their pay declined. (pages 27-37, 40)
- The number of formal grievances were low compared to historical levels. (pages 38-39)
- The percentage of final findings of discrimination continues to be very low. (page 41)

Work Force Quality

- The education level of civilian Army employees has been reasonably constant since FY91. Army's education level was similar to that of DOD but was lower than that of the Federal Government. Army's education level for professional series was nearly identical to that of DOD and that of the Federal Government. The education level of centrally funded interns continues to be higher than local interns or functional trainees. (pages 42-45)
- The rate of incentive awards has been reasonably constant since FY96. Army's incentive award rate was higher than the Federal Government rate, but lower than the DOD rate. (page 46)
- The rate of disciplinary and adverse actions has been reasonably constant since FY93. Army's rate of disciplinary and adverse actions is lower than the rates in DOD and the Federal Government. (page 47)

Work Force Representation

- Army's percentage of minority employees was approximately the same as last year's. The percentage has increased slightly since FY91. It was similar to the DOD percentage but lower than that of the Federal Government. (pages 48-50)
- Army's percentage of female employees was approximately the same as last year's. The percentage has decreased since FY91. It was still slightly higher than the DOD percentage but lower than that of the Federal Government. (page 51)
- Army's percentage of disabled employees was the same as last year's. The percentage increased between FY91-92 and has slowly declined since. It was lower than the DOD percentage but higher than that of the Federal Government. (page 52)
- Army's percentage of female intern new hires and current career program female employees was lower than its percentage of female functional trainee new hires. (page 53)
- Army's percentage of minority intern and functional trainee new hires varied across groups. (page 54)
- Army's percentage of female new hires was higher than its percentage of females in the total Army workforce. (page 55)
- Army's percentage of minority new hires was slightly higher than the percentage of minorities in the total Army workforce. (page 56)